Private network in the field of basic telephone in Indore

2945. DR. ALLADI P. RAJKUMAR: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that recently a private network has been launched by an operator in the field of basic telephony in Indore;

(b) if so, the details/terms of the permission/licence granted; and

(c) the extent which such competition is proposed to be allowed in other cities?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI KABINDRA PURKAYASTHA): (a) Yes, Sir.

(b) M/s Bharti Telenet Ltd., a private company has been granted licence to provide Basic Telephone Service in the State of Madhya Pradesh. The basic terms and conditions of Licence are given in the Statement (*See below*)

(c) As per present policy, there will be one private licencee of Basic Telephone Service in addition to Department of Telecom/Mahanagar Telephone Nigam Ltd. in each of 21 Service Areas in which entire country has been divided. These areas are generally co-terminus with the State boundaries.

Statement

Basic terms and conditions of the licence

1. The entire country has been devided into 21 Service Areas. There shall be one private licensee for Basic Telephone service in addition to Department of Telecom (DOT) Mahangar Telephone Nigam Limited (MTNL) in each of the 21 Service Areas.

2. The Licence to provide Basic Service would be initially for a period of 15 years on non-exclusive basis. The licence is extendable for another 10 years on suitable terms and conditions.

3. Foreign equity in the licensee company shall not be more than 49%.

4. The service provider will also provide Village Public Telephone (VPT) equivalent to a minimum of 10% of the Direct Exchange Lines (DELs) in any quarter in first 3 years of their operation. When all the villages are covered with telephone facilities, this 10% limit will not apply.

5. The foreign promoters whose networth and experience have been counted for determining the eligibility of the bidding company will have a minimum of 10% stake in the licensee company for a period of atleast five years.

6. All Telephone Exchanges and transmission systems shall be of digital technology. Customer Access Network shall be based on Wireless in Local Loop (WILL) and Fibre in Lopp technologies. Copper cable shall be permitted in the last 500 meters radial distance from the subscriber's premises.

7. The licenses are permitted to carry the intra-circle Telephone traffic on their network but the inter-circle and international Subscriber Trunk Dialled (STD) traffic will be carried on the networks of Department of Telecom and Videsh Sanchar Nigam Ltd.

8. The connectivity between the networks of DOT/MTNL and that of private operator's shall be at the equivalent level.

9. The Traffic for the SERVICE provided by the Liensee shall not be more than DOT's Tariff. Tariff is subject to regulation by the Telecom Regulatory Authority of India.

Deterioration of Telephone Systems

2946. DR. RAJA RAMANNA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the reasons for deterioration of telephone systems in the country resulting in non-functioning of telephones and assistance systems inspite of new technologies; and

(b) the reasons for non-cooperative attitude of the Senior authorities for rendering assistance whenever complaints are registered?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI KABINDRA PURKAYASTHA): (a) The functioning of telephone systems is continuously improving with the aid of induction of the state of the art digital switching and transmission system, alongwith use of satellite communications and introduction of latest services in the network. The existing network is also being upgraded.

(b) The complaints are normally registered on 198 service. Prompt attention is given on each complaint. However, the senior officers have been instructed to listen to the complaints of the subscribers can carefully and take necessary action. The number is tested by technical staff and fault is attended at the earliest. Remedial action is taken in case any complaint is received for unhelpful attitude towards customers. To improve the services further, fault repair service i.e. 198 service is being computerised along-
with computerisation of other services like commercial, billing, cable records etc.

Telephone Adalats held in the Capital

2947. DR. MOHAN BABU: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of Telephone Adalats held in the Capital during the last two years, month-wise;

(b) the number of cases settled in each adalats; and

(c) whether Government propose to hold more adalats on regular basis, if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS (SHRI KABINDRA PURKAYASTHA): (a) and (b) The Telephone Adalats are held on quarterly basis. The details of Telephone Adalats held in the Capital and cases settled therein, during last 2 years are given in the Statement (*See* below)

(c) Telephone Adalats are being held regularly on quarterly basis as per the Departmental instructions.

Statement

Details of Telephone Adalats held by MTNL, Delhi during the last two years (1996 and 97)

Year	Date of Telephone Adalats held	No of cases settled
1996	13.4.96	920
	29.6.96	746
	28.9.96	801
	28.12.96	690
1997	12.4.97	644
	28.6.97	571
	27.9.97	490
	27.12.97	286

दिल्ली में पी०सी०ओ० / आई०एस०डी० / एस०टी०डी० बूथ

2948. **श्री रामगोपाल यादव:**
श्री ईश दत्त यादव:

क्या संचार मंत्री मंत्री यह बताने की कृपा करेंगे कि:

(क) दिल्ली में पी०सी०ओ० / आई०एस०डी० / एस०टी०डी० बूथों की कुल संख्या कितनी है और उनमें से कितने बूथ विशेष रूप से पी०सी०ओ० बूथ इस समय कार्यरत है;

(ख) क्या सरकार को यह जानकारी है कि ये पी०सी०ओ० ऑपरेटर उपभोक्ताओं को करोड़ों का चूना लगा रहे हैं; और

(ग) यदि हां, तो इसे रोकने और उपभोक्ताओं को सुविधा / संरक्षण प्रदान करने के लिए सरकार द्वारा क्या कार्यवाही की गई है / किए जाने का विचार है?